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# CHAPTER V BILLING PROCEDURES

# SUBMISSION OF CLAIMS

Dialysis centers will use the HCFA-1500 (12-90) for the submission of claims for renal dialysis services rendered to Medicaid recipients.

# **IMPORTANT:**

- When billing on the HCFA-1500 (12-90) claim form, Virginia Medicaid will accept an <u>original</u> form printed in red ink with the appropriate certifications on the reverse side (bar coding is optional). Additionally, only the HCFA-1500 (12-90) form will be accepted; no other HCFA-1500 form will be accepted.
- Laser-printed copies of the HCFA-1500 (12-90) will be accepted as long as the back of the claim is printed.

The requirement to submit claims on an original HCFA-1500 (12-90) form is necessary because the individual signing the invoice is attesting to the statements on the reverse side, and, therefore, these statements become part of the original billing invoice.

# **ELECTRONIC SUBMISSION OF CLAIMS**

Providers may submit claims by direct dial-up at no cost per claim, using toll-free telephone lines. Electronic Data Interchange (EDI) is a fast and effective way to submit Medicaid claims. Claims will be processed faster and more accurately because electronic claims are entered into the claims processing system directly. Most personal, mini, or mainframe computers can be used for electronic billing.

# TIMELY FILING

The Medical Assistance Program regulations require the prompt submission of all claims. Virginia Medicaid is mandated by federal regulations to require the initial submission of all claims (including accident cases) within 12 months from the date of service. Providers are encouraged to submit billings within 30 days from the last date of service or discharge. Federal financial participation is not available for claims which **are not** submitted within 12 months from the date of the service. If billing electronically and timely filing must be waived, submit the claim on paper with the appropriate attachments. Medicaid is not authorized to make payment on these late claims, except under the following conditions:

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- **Retroactive Eligibility** Medicaid eligibility can begin as early as the first day of the third month prior to the month of application for benefits. All eligibility requirements must be met within that time period. Unpaid bills for that period can be billed to Medicaid the same as for any other service. If the enrollment is not accomplished timely, billing will be handled in the same manner as for delayed eligibility.
- Delayed Eligibility Medicaid may make payment for services billed more than 12 months from the date of service in certain circumstances. Medicaid denials may be overturned or other actions may cause eligibility to be established for a prior period. Medicaid may make payment for dates of service more than 12 months in the past when the claims are for a recipient whose eligibility has been delayed. When the provider did not have knowledge of the Medicaid eligibility of the person prior to rendering the care or service, he or she has 12 months from the date he or she is notified of the Medicaid eligibility in which to file the claim. Providers who have rendered care for a period of delayed eligibility will be notified by a copy of a letter from the local department of social services which specifies the delay has occurred, the Medicaid claim number, and the time span for which eligibility has been granted.

The provider must submit a claim on the appropriate Medicaid claim form within 12 months from the date of the notification of the delayed eligibility. A copy of the letter from the local department of social services indicating the delayed claim information must be attached to the claim. On the HCFA-1500 (12-90) form, enter "ATTACHMENT" in Locator 10d and indicate "Unusual Service" by entering Procedure Modifier "22" in Locator 24D.

- **Rejected or Denied Claims** Rejected or denied claims submitted initially within the required 12-month period may be resubmitted and considered for payment without prior approval from Medicaid. The procedures for resubmission are:
  - Complete the HCFA-1500 (12-90) invoice as explained under the "Instructions for the Use of the HCFA-1500 (12-90) Billing Form" elsewhere in this chapter.
  - Attach written documentation to verify the explanation. This documentation may be denials by Medicaid or any follow-up correspondence from Medicaid showing that the claim was submitted to Medicaid initially within the required 12-month period.
  - Indicate Unusual Service by entering "22" in Locator 24D of the HCFA-1500 (12-90) claim form.
  - Submit the claim in the usual manner using the preprinted envelopes supplied by Medicaid or by mailing the claim to:

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Department of Medical Assistance Services Practitioner P. O. Box 27444 Richmond, Virginia 23261-7444

Submit the original copy of the claim form to Medicaid. Retain a copy for record keeping. All invoices must be mailed; proper postage is the responsibility of the provider and will help prevent mishandling. Envelopes with insufficient postage will be returned to the provider. Messenger or hand deliveries will not be accepted.

- **Exceptions** The state Medicaid agency is required to adjudicate all claims within 12 months of receipt except in the following circumstances:
  - The claim is a retroactive adjustment paid to a provider who is reimbursed under a retrospective payment system.
  - The claim is related to a Medicare claim which has been filed in a timely manner, and the Medicaid claim is filed within six months of the disposition of the Medicare claim.
  - This provision applies when Medicaid has suspended payment to the provider during an investigation and the investigation exonerates the provider.
  - The payment is in accordance with a court order to carry out hearing decisions or agency corrective actions taken to resolve a dispute or to extend the benefits of a hearing decision, corrective action, or court order to others in the same situation as those affected by it.

The procedures for the submission of these claims are the same as previously outlined. The required documentation should be written confirmation that the reason for the delay meets one of the specified criteria.

• Accident Cases - The provider may either bill Medicaid or wait for a settlement from the responsible liable third party in accident cases. However, all claims for services in accident cases must be billed to Medicaid within 12 months from the date of the service. If the provider waits for the settlement before billing Medicaid and the wait extends beyond 12 months from the date of the service, no reimbursement can be made by Medicaid as the time limit for filing the claim has expired.

# **BILLING INVOICES**

The requirements for the submission of billing information and the use of the appropriate billing invoice depend upon the type of service being rendered by the provider and/or the billing transaction being completed. Listed below are the three billing invoices to be used for billing dialysis services:

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- Health Insurance Claim Form HFCA-1500 (12-90)
- Title XVIII (Medicare) Deductible and Coinsurance Invoice (DMAS-30)
- Title XVIII (Medicare) Deductible and Coinsurance Adjustment Invoice (DMAS-31)

# REQUESTS FOR BILLING MATERIALS

The HCFA-1500 (12-90) is a universally accepted claim form that is required when billing DMAS for covered services. The form is available from forms printers and the U. S. Government Printing Office. The HCFA-1500 (12-90) will not be provided by DMAS. The envelopes will continue to be supplied.

The Client Materials Management Unit of the Department of Medical Assistance Services is responsible for the distribution of all forms supplied by DMAS.

The Department of Medical Assistance Services Request for Forms/Brochures (DMAS-161) or Request for Billing Supplies (DMAS-160), as appropriate, must be used by providers to order forms or brochures. (See the "Exhibits" section at the end of this chapter for samples of these forms.) A six-month supply of forms should be ordered at least three (3) weeks prior to the anticipated need.

The Request for Forms/Brochures or Request for Billing Supplies must be submitted to:

DMAS Order Desk North American Marketing 3703 Carolina Avenue Richmond, VA 23222

Direct any requests for information or questions concerning the ordering of forms to the address above or call: (804) 329-4400.

Any requests for information or questions concerning the ordering of forms should be directed to the address shown above, or call (804) 329-4400.

### **BASIS OF PAYMENT**

Request for payment must be made under the Medicaid eligibility number of the person receiving the services and whose Medicaid eligibility number appears on the billing invoice.

Federal regulation 42 CFR 447.15 requires providers to accept Medicaid payment as payment in full for the service rendered. The provider may not bill DMAS or the recipient for the difference (if any) between the allowed amount and the actual provider's charge.

The provider must bill any other possibly liable third party prior to billing DMAS. DMAS

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will pay the difference between the Program's allowable fee and any payment made by a third party if that payment is less than the allowable fee.

When Medicare (Title XVIII) makes a payment for a provider's covered services, the provider may claim payment of any deductible and coinsurance amounts due from DMAS. However, he or she may not claim payment of the difference (if any) between the Medicare allowed fee and his or her actual fee for services. Also, Medicaid payments for Medicare Part B coinsurance are limited to the difference between Medicaid's maximum fee for a given procedure and Medicare's payment for that procedure. The combined payments by Medicare and Medicaid will not exceed Medicaid's allowed charge for that procedure. (Effective July 1, 1998)

(See "EXHIBITS" at the end of this chapter for a sample form of the DMAS-160 and DMAS-161.)

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# INSTRUCTIONS FOR THE USE OF THE HCFA-1500 (12-90) BILLING FORM

To bill for services, the Health Insurance Claim Form, HCFA-1500 (12-90), invoice form must be used. The following instructions have numbered items corresponding to fields on the HCFA-1500. The required fields to be completed are printed in boldface. Where more specific information is required in these fields, the necessary information is referenced in the locator requiring the information and provider-specific instructions are found on page 19. (See "EXHIBITS" at the end of this chapter for a sample of this form.)

<u>Instructions for the Completion of the Health Insurance Claim Form, HCFA-1500 (12-90), Billing Invoice</u>

The purpose of the HCFA-1500 is to provide a form for participating providers to request reimbursement for covered services rendered to Virginia Medicaid recipients. (A sample of a completed HCFA-1500 claim form follows the instructions for its use.)

Locator	Instructions		
1	REQUIRED	Enter an "X" in the MEDICAID box.	
1a	REQUIRED	<u>Insured's I.D. Number</u> - Enter the 12-digit Virginia Medicaid Identification number for the recipient receiving the service.	
2	REQUIRED	<u>Patient's Name</u> - Enter the name of the recipient receiving the service as it appears on the identification card.	
3	NOT REQUIRED	Patient's Birth Date	
4	NOT REQUIRED	Insured's Name	
5	NOT REQUIRED	Patient's Address	
6	NOT REQUIRED	Patient Relationship to Insured	
7	NOT REQUIRED	Insured's Address	
8	NOT REQUIRED	Patient Status	
9	NOT REQUIRED	Other Insured's Name	
9a	NOT REQUIRED	Other Insured's Policy or Group Number	
9b	NOT REQUIRED	Other Insured's Date of Birth and Sex	

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Locator		Instructions
9c	NOT REQUIRED	Employer's Name or School Name
9d	NOT REQUIRED	Insurance Plan Name or Program Name
10	REQUIRED	<u>Is Patient's Condition Related To:</u> - Enter an "X" in the appropriate box. (The "Place" is NOT REQUIRED.) a. Employment? b. Auto Accident? c. Other Accident? (This includes schools, stores, assaults, etc.)
10d	CONDITIONAL	Enter "ATTACHMENT" if documents are attached to the claim form or if procedure modifier "22" (unusual services) is used.
11	NOT REQUIRED	Insured's Policy Number or FECA Number
11a	NOT REQUIRED	Insured's Date of Birth
11b	NOT REQUIRED	Employer's Name or School Name
11c	NOT REQUIRED	Insurance Plan or Program Name
11d	NOT REQUIRED	Is There Another Health Benefit Plan?
12	NOT REQUIRED	Patient's or Authorized Person's Signature
13	NOT REQUIRED	Insured's or Authorized Person's Signature
14	NOT REQUIRED	Date of Current Illness, Injury, or Pregnancy
15	NOT REQUIRED	If Patient Has Had Same or Similar Illness
16	NOT REQUIRED	Dates Patient Unable to Work in Current Occupation
17	CONDITIONAL	Name of Referring Physician or Other Source
17a	CONDITIONAL	<u>I.D. Number of Referring Physician</u> - Enter the 7-digit Virginia Medicaid number of the referring physician. See the following pages for special instructions for your services.
18	NOT REQUIRED	Hospitalization Dates Related to Current Services
19 20	NOT REQUIRED NOT REQUIRED	Reserved for Local Use Outside Lab?
20	MOT KEQUIKED	Outside Lau:

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Locator		Instructions
21	REQUIRED	<u>Diagnosis or Nature of Illness or Injury</u> - Enter the appropriate ICD-9 CM diagnosis which describes the nature of the illness or injury for which the service was rendered.
22	CONDITIONAL	<u>Medicaid Resubmission</u> - Required for adjustment and void. See the instructions for Adjustment and Void Invoices.
23	NOT REQUIRED	Prior Authorization Number
24A	REQUIRED	<u>Dates of Service</u> - Enter the from and thru dates in a 2-digit format for the month, day, and year (e.g., 04/01/99). DATES MUST BE WITHIN THE SAME CALENDAR MONTH.
24B	REQUIRED	<u>Place of Service</u> - Enter the 2-digit HCFA code which describes where the services were rendered. See the Place of Treatment Codes list following the instructions for the appropriate code entry.
24C	REQUIRED	Type of Service - Enter the one-digit HCFA code for the type of service rendered. See the code list following the instructions for the appropriate code entry.
24D	REQUIRED	Procedures, Services or Supplies
		<u>CPT/HCPCS</u> - Enter the 5-character CPT/HCPCS Code which describes the procedure rendered or the service provided. See the attached code list for special instructions if appropriate for your service.
		Modifier - Enter the appropriate HCPCS/CPT modifiers if applicable. See the list of modifiers following the instructions for the appropriate entry.
24E	REQUIRED	<u>Diagnosis Code</u> - Enter the entry identifier of the ICD-9CM diagnosis code listed in Locator 21 as the primary diagnosis. NOTE: Only one code is processable.
24F	REQUIRED	<u>Charges</u> - Enter your total usual and customary charges for the procedure/services. See the special instructions following these instructions if applicable for your service.

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24G REQUIRED

<u>Days or Unit</u> - Enter the number of times the procedure, service, or item was provided during the service period. See the pages following the instructions for special instructions if applicable to your service.

24H CONDITIONAL

<u>EPSDT or Family Plan</u> - Enter the appropriate indicator. Required only for EPSDT or family planning services.

- 1 Early and Periodic, Screening, Diagnosis and Treatment Program Services
- 2 Family Planning Service
- 24I CONDITIONAL

<u>EMG (Emergency)</u> - Place a "1" in this block if the services are emergency-related. Leave blank if not an emergency.

24J REQUIRED

<u>COB (Primary Carrier Information)</u> - Enter the appropriate code. See special instructions if required for your service.

- 2 No Other Carrier
- 3 Billed and Paid
- 5 Billed, No Coverage. <u>All claims submitted with a Coordination of Benefits (COB) code of 5 must have an attachment documenting one of the following:</u>
  - The Explanation of Benefits (EOB) from the primary carrier; or
  - A statement from the primary carrier that there is no coverage for this service; or
  - An explanation from the provider that the other insurance does not provide coverage for the service being billed (e.g., this is a claim for surgery and the other coverage is dental); or
  - A statement from the provider indicating that the primary insurance has been canceled.

Claims with no attachment will be denied for reason 495, "Other Insurance Information Missing." Providers who submit claims

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electronically must indicate a value of "6" in field 38 (Document Indicator) of the EAO record and a value of "B" in field 39 (Type of Documentation) to indicate that there is an attachment to this claim. In addition, the HAO record, Service Line Narrative, must contain a narrative description of the information that is on file in the provider's office to support COB code 5 for the claim being submitted.

24K	REQUIRED	Reserved for Local Use - Enter the dollar amount received from the primary carrier if Block 24J is coded "3." See special instructions if required for your service.
25	NOT REQUIRED	Federal Tax I.D. Number
26	OPTIONAL	<u>Patient's Account Number</u> - Seventeen alpha-nu- numeric characters are acceptable.
27	NOT REQUIRED	Accept Assignment
28	NOT REQUIRED	Total Charge
29	NOT REQUIRED	Amount Paid
30	NOT REQUIRED	Balance Due
31	REQUIRED	Signature of Physician or Supplier Including Degrees or Credentials - The provider or agent must sign and date the invoice in this block.
32	NOT REQUIRED	Name and Address of Facility Where Services Were Rendered
33	REQUIRED	Physician's, Supplier's Billing Name, Address ZIP Code & Phone # - Enter the provider's billing name,

Code & Phone # - Enter the provider's billing name, address, ZIP Code, and phone number as they appear in your Virginia Medicaid provider record. Enter your 7-digit Virginia Medicaid provider number in the PIN # field. Ensure that your provider number is distinct and separate from your phone number or ZIP Code.

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# <u>Instructions for the Completion of the Health Insurance Claim Form, HCFA-1500 (12-90), as an Adjustment Invoice</u>

The Adjustment Invoice is used to change information on a paid claim. Follow the instructions for the completion of the Health Insurance Claim Form, HCFA-1500 (12-90), except for the locator indicated below.

# Locator 22 Medicaid Resubmission

<u>Code</u> - Enter the 3-digit code identifying the reason for the submission of the adjustment invoice.

- 523 Primary Carrier has made additional payment
- 524 Primary Carrier has denied payment
- 525 Accommodation charge correction
- 526 Patient payment amount changed
- 527 Correcting service periods
- 528 Correcting procedure/service code
- 529 Correcting diagnosis code
- 530 Correcting charges
- 531 Correcting units/visits/studies/procedures
- 532 IC reconsideration of allowance, documented
- 533 Correcting admitting, referring, prescribing, provider identification number

Original Reference Number - Enter the 9-digit claim reference number of the paid claim. This number may be obtained from the remittance voucher and is required to identify the claim to be adjusted. Only one claim can be adjusted on each HCFA-1500 submitted as an Adjustment Invoice. (Each line under Locator 24 is one claim.)

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# <u>Instructions for the Completion of the Health Insurance Claim Form HCFA-1500 (12-90), as a Void Invoice</u>

The Void Invoice is used to void a paid claim. Follow the instructions for the completion of the Health Insurance Claim Form, HCFA-1500 (12-90), except for the locator indicated below.

# **Locator 22** Medicaid Resubmission

<u>Code</u> - Enter the 3-digit code identifying the reason for the submission of the void invoice.

- 542 Original claim has multiple incorrect items
- Wrong provider identification number
- 545 Wrong recipient eligibility number
- 546 Primary carrier has paid DMAS maximum allowance
- 547 Duplicate payment was made
- 548 Primary carrier has paid full charge
- 551 Recipient not my patient
- Void is for miscellaneous reasons
- 560 Other insurance is available

Original Reference Number - Enter the 9-digit claim reference number of the paid claim. This number may be obtained from the remittance voucher and is required to identify the claim to be voided. Only one claim can be voided on each HCFA-1500 submitted as a Void Invoice. (Each line under Locator 24 is one claim.)

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# PLACE OF SERVICE CODES

# **HCFA - 1500 CODE**

00-10	Unassigned
11	Office location
12	Patient's home
13-20	Unassigned
21	Inpatient hospital
22	Outpatient hospital
23	Emergency room
24	Ambulatory surgical center
25	Birthing center
26	Military treatment center
27-30	Unassigned
31	Skilled nursing facility
32	Nursing facility
33	Custodial care facility
34	Hospice
35-40	Unassigned
41	Ambulance - land
42	Ambulance - air or water
43-50	Unassigned
51	Inpatient psychiatric facility
52	Psychiatric facility - partial hospitalization
53	Community mental health center
54	Intermediate care facility/mentally retarded
55	Residential substance abuse treatment facility
56	Psychiatric residential treatment center
57-60	Unassigned
61	Comprehensive inpatient rehabilitation facility
62	Comprehensive outpatient rehabilitation facility
63-64	Unassigned
65	End stage renal disease treatment facility
66-70	Unassigned
71	State or local public health clinic
72	Rural health clinic
73-80	Unassigned
81	Independent laboratory
82-98	Unassigned
99	Other unlisted facility

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# TYPE OF SERVICE CODES

<b>CODE</b>	<b>DESCRIPTION</b>
1	Medical care
2	Surgery
3	Consultation
4	Diagnostic x-ray
5	Diagnostic laboratory
6	Radiation therapy
7	Anesthesia
8	Assistance at surgery
9	Other medical care
0	Blood or packed red cells
A	Used DME
F	Ambulatory surgical center
Н	Hospice
L	Renal supplies in the home
M	Alternate payment for maintenance dialysis
N	Kidney donor
V	Pneumococcal vaccine
Y	Second opinion on elective surgery
Z	Third opinion on elective surgery

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# PROCEDURE MODIFIERS

# HCPCS/CPT

TC	<b>Technical Component</b>
22	Unusual services
26	<b>Professional component</b>
50	Bilateral procedure
51	Multiple procedures
52	Reduced services
75	Concurrent care
80	Assistant surgeon
81	Minimum assistant surgeon
82	Assistant surgeon

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# PROCEDURE MODIFIERS FOR EPSDT

# **MODIFIER CODE**

Н		No abnormalities found, no treatment required, and no referral required
K		Abnormality found, treatment has been initiated by myself, and no other referral required
T	*	Abnormality found, treatment has been initiated by myself, and referral to another practitioner has been made
U	*	Abnormality found, no treatment has been initiated by myself, and referral to another practitioner has been made
W		Abnormality found, no treatment has been made at this time, referral to myself for treatment within the next 120 days
Y		Abnormality found, treatment/referral has been refused by the recipient or the responsible adult in the case
Z		Abnormality found, no treatment has been initiated, no referral has been made. The recipient is already under care.

<sup>\*</sup> When a physician makes abnormality referrals to other practitioners, the names of the practitioners and the appointment dates must be provided on an attachment and the word "ATTACHMENT" entered in Locator 10d.

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# SPECIAL BILLING INSTRUCTIONS

# CLIENT MEDICAL MANAGEMENT PROGRAM

The primary care physician bills for services in the usual manner, but other physicians must follow special billing instructions to receive payment. Covered outpatient services excluded from this requirement include: renal dialysis clinic services, routine vision care services, BabyCare services, personal care services (respite care or adult day health care), ventilator-dependent services, EPSDT, and prosthetic services.

All services should be coordinated with the primary health care provider whose name appears on the recipient's eligibility card. Other DMAS requirements for reimbursement, such as pre-authorization, still apply as indicated in each provider manual.

A physician, treating a restricted recipient as a physician covering for the primary care physician or on referral from the primary care physician must place the primary care physician's Medicaid provider number (as indicated on the recipient identification card) in Locator 17a and attach a copy of the Practitioner Referral Form (DMAS-70) to the invoice.

In a medical emergency situation, if the practitioner rendering treatment is not the primary care physician, he or she must certify that a medical emergency exists for payment to be made. The provider must enter a "1" in Locator 24I and attach an explanation of the nature of the emergency.

<u>LOCATOR</u>	SPECIAL INSTRUCTIONS
10d	Write "ATTACHMENT" for the Practitioner Referral Form, DMAS-70, or for remarks as appropriate.
17a	When a restricted recipient is treated on referral from the primary physician, enter the primary care physician's Medicaid provider number (as indicated on the card) and attach a copy of the Practitioner Referral Form (DMAS-70) to the invoice. Write "ATTACHMENT" in Locator 10d.
24I	When a restricted recipient is treated in an emergency situation by a provider other than the primary physician, the non-designated physician enters a "1" in this Locator and explains the nature of the emergency in an attachment. Write "ATTACHMENT" in Locator 10d.

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# SPECIAL BILLING INSTRUCTIONS MEDALLION

Primary Care Providers (PCP) bill for services on the Health Insurance Claim Form, HCFA-1500 (12-90). The invoice is completed and submitted according to the instructions provided in the Medicaid *Physician Manual*.

To receive payment for their services, referral providers authorized by a client's PCP to provide treatment to that client <u>must place the Medicaid Provider Identification Number of the PCP in Locator 17a</u> of the HCFA-1500. Subsequent referrals resulting from the PCP's initial referral will also require the PCP Medicaid provider number in this block.

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# SPECIAL BILLING INSTRUCTIONS

# FREESTANDING RENAL DIALYSIS CLINIC MANUAL

# Locator 24D Procedures, Services or Supplies

CPT/HCPCS - Enter the procedure codes appropriate for the services rendered from the list given below. Dialysis codes M0916 and M0931 include the supplies used during treatment and the following routine laboratory tests: complete blood count (RBC, WBC, Hgb, Hct, WBC differential, platelet count), hepatitis profile (Anti-HAV, Anti HAV-IgM, HBsAg, H Be Ag, Anti-HBs, Anti-H Bc, Anti H Bc-IgM, and Anti-H Be), and blood chemistry tests (albumin, albumin/globulin ratio, alkaline phosphatase, bilirubin [total and direct], calcium, carbon dioxide content, chlorides, cholesterol, creatinine, globulin, glucose, lactic dehydrogenase, phosphorous, potassium, sodium, SGOT, SGPT, total protein, urea nitrogen, and uric acid). Use Physicians' Current Procedural Terminology appropriate (CPT) or HCPCS codes for non-routine laboratory tests that are actually performed by the dialysis center.

# Procedure codes for billing services are:

M0931	Peritoneal dialysis
M0916	Hemodialysis
93000	Electrocardiogram, EKG
P9010	Blood
36430	<b>Blood administration</b>

To bill for medications administered by injection during the course of treatment, use the appropriate HCPCS code for the substance(s) given.

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# INSTRUCTIONS FOR BILLING MEDICARE COINSURANCE AND DEDUCTIBLE

Virginia Medicaid purchases Medicare Part B coverage for all Medicaid recipients eligible for Medicare benefits and makes payment to providers for Medicare coinsurance and deductible.

The Medicare Program Part B Carriers serving Virginia and the Virginia Medicaid Program have developed a system whereby these carriers will send to Virginia Medicaid the Medicare Explanation of Benefits (EOB) for identified Virginia recipients. This information will be used by the Program to pay Medicare coinsurance and deductible amounts as determined by the carrier. Do not bill Virginia Medicaid directly for services rendered to Medicaid recipients who are also covered by Medicare Program Part B carriers serving Virginia. However, the DMAS-31 adjustment form may be used when needed.

If the Medicare Part B carrier is one of these, bill Medicare directly on the appropriate invoice.

Upon receipt of the Medicare EOB, Virginia Medicaid will process payment automatically to participating providers when the recipient's Medicare number and the provider's Medicare vendor/provider number are in the Medicaid files. Those providers billing Medicare under more than one Medicare vendor/provider number must identify these numbers and names to the Medicaid Program to update its files. Medicare vendor/provider number additions or deletions must also be sent to the Program.

This automatic payment procedure includes Medicaid recipients with Railroad Retirement Medicare benefits.

If problems are encountered, the DMAS-30 invoice form should be completed, and a copy of the EOB attached and forwarded to:

Practitioner
Department of Medical Assistance Services
P. O. Box 27444
Richmond, Virginia 23261-7444

NOTE: Medicaid eligibility is reaffirmed each month for most recipients. Therefore, bills must be for services provided during each calendar month, e.g., 01-01-99 - 01-31-99.

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# INSTRUCTIONS FOR THE COMPLETION OF THE DEPARTMENT OF MEDICAL ASSISTANCE SERVICES (TITLE XVIII) MEDICARE DEDUCTIBLE AND COINSURANCE INVOICE, DMAS-30 (REVISED 1/91)

Purpose To provide a method of billing Medicaid for Medicare deductible

and coinsurance. (See "EXHIBITS" at the end of this chapter for a

sample of this form.)

# **Explanation**

- Block 1 **Transmission Code** This is a number assigned and preprinted by the Department of Medical Assistance Services.
- Block 2 **Provider Identification Number** Enter the seven-digit provider identification number assigned by Medicaid and the provider name and address.
- Block 3 **Recipient's Name** Enter the last name and the first name of the patient as they appear on the recipient's eligibility card.
- Block 4 **Recipient Identification Number** Enter the 12-digit number taken from the recipient's eligibility card.
- Block 5 **Patient Account Number** If a numbering system is used by the provider for patient identification, enter the patient's number in this block. This number will appear on the Remittance Voucher preceding the name. If no such system is used, leave this block blank.
- Block 6 **Recipient HIB Number** (**Medicare**) Enter the recipient's Medicare number.
- Block 7 **Primary Carrier Information (Other Than Medicare)** Check the appropriate block. (Medicare is not the primary carrier in this situation.)
  - Code 2 No Other Coverage If the Carrier Code on the recipient's Medicaid eligibility card is blank, indicating no other coverage, or contains the code 001 (Medicare), check Block 2.
  - Code 3 Billed and Paid When a recipient has other coverage that makes payment which may only satisfy in part the Medicare deductible and coinsurance, check Block 3 and enter the payment received in Block 19. If the primary carrier pays as much as the combined totals of the deductible and coinsurance, do not bill Medicaid
  - Code 5 Billed and No Coverage If the recipient has other

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sources for the payment of Medicare deductible and coinsurance which were billed and the service was not covered or the benefits had been exhausted, check this block. Explain in the "Remarks" section.

Block 8 **Type Coverage (Medicare)** - Mark type of coverage "B."

Block 9 **Diagnosis** - Enter the primary ICD-9-CM diagnosis code, omitting the decimal. Only one code can be processed.

Block 9A **Place of Treatment** - Enter the appropriate HCFA code (see instructions for HCFA-1500:

00	Unassigned
11	Office
12	Home
10, 13-20	Unassigned
21	Inpatient Hospital
22	Outpatient Hospital
23	Emergency Room—hospital
24	
25	Ambulatory surgical center
26	Birthing center Military treatment center
	Military treatment center
27-29	Unassigned
31	Skilled nursing facility
32	Nursing facility
33	Custodial care facility
34	Hospice
30, 35-39 41	Unassigned
42	Ambulanceland
	Ambulance, air or water
40, 43-49	Unassigned
51 52	Inpatient psychiatric facility  Psychiatric facility partial begainst action
53	Psychiatric facility partial hospitalization
54	Community mental health center
55 55	Intermediate care facility/mentally retarded
56	Residential substance abuse treatment facility
	Psychiatric residential treatment center
50, 57-59 61	Unassigned Comprehensive inpetient rehabilitation facility
62	Comprehensive outrations rehabilitation facility
	Comprehensive outpatient rehabilitation facility
60, 63-64 65	Unassigned End stage repel discuss treatment facility
66-69	End stage renal disease treatment facility
71	Unassigned State or local public health clinic
72	State or local public health clinic Rural health clinic
70, 73-79 81	Unassigned Independent laboratory
	Independent laboratory
80, 82-89	Unassigned Other unlisted facility
99	Other unlisted facility

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90-98 Unassigned

Block 10 **Accident Indicator** - Check the appropriate box which indicates the reason the treatment was rendered:

**Accident** - Possible third-party recovery **Emergency** - Not an accident **Other** - If none of the above

# Block 11 **Type of Service** - Enter the appropriate HCFA code:

0	Whole Blood	Н	Hospice
1	Medical Care	J	Diabetic shoes
2	Surgery	K	Hearing items and services
3	Consultation	L	ESRD supplies
4	Diagnostic Radiology	M	Monthly capitation payment for dialysis
5	Diagnostic Laboratory	N	Kidney donor
6	Therapeutic Radiology	P	Lump sum purchase of
7	Anesthesia		DME, prosthetics, orthotics
8	Assistant at surgery	Q	Vision items or services
9	Other medical items or	Ř	Rental of DME
	services	10	Rental of BIVIE
A	Used DME	S	Surgical dressings or other medical supplies
В	High risk screening mammography	T	Psychological therapy
C	Low risk screening mammography	U	Occupational therapy
D	Ambulance	V	Pneumococcal/flu vaccine
E	Enteral/parenteral	w	Physical therapy
L	nutrients/supplies	**	Thysical dicrapy
F	Ambulatory surgical	Y	Second opinion on elective
	center		surgery
G	Immunosuppressive	Z	Third opinion on elective
Ü	drugs	_	surgery

Block 11A **Procedure Code** - Enter the 5-digit CPT/HCPCS code which was billed to Medicare. Each procedure must be billed on a separate line. If there was no procedure code billed to Medicare, leave this block blank. Use the appropriate HCFA procedure code modifier if applicable.

- Block 11B **Visits/Units/Studies** Enter the units of service performed during the "Statement Covers Period" as billed to Medicare.
- Block 12 **Date of Admission** Leave blank.
- Block 13 Statement Covers Period Using six-digit dates, enter the

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beginning and ending dates of this service (from) and the last date of this service (thru), e.g., 01-01-92 to 01-31-92. Block 14 Charges to Medicare - Enter the total charges submitted to Medicare. Block 15 Allowed by Medicare - Enter the amount of the charges allowed by Medicare. Block 16 Paid by Medicare - Enter the amount paid by Medicare (taken from the EOB). Block 17 Deductible - Enter the amount of the deductible (taken from the Medicare EOB). Coinsurance - Enter the amount of the coinsurance (taken from the Block 18 Medicare EOB). Block 19 Paid by Carrier Other Than Medicare - Enter the payment received from the primary carrier (other than Medicare). If Code 3 is marked in Block 7, enter an amount in this block. (Do not include Medicare payments.)

# Block 20 **Patient Pay Amount, LTC Only** - Leave blank.

**Signature** Signature of the provider or the agent and the date signed are required.

# Mechanics and

**Disposition** 

Information as explained above may either be typed or legibly handwritten. If an explanation regarding this claim is necessary, the "Remarks" section may be used. Separate and forward the original copy, along with a copy of the EOB attached, in the envelope supplied by the Program. Retain the provider's copy in the office files. Mail the completed claims to:

Practitioner
Department of Medical Assistance Services
P. O. Box 27444
Richmond, Virginia 23261-7444

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# INSTRUCTIONS FOR THE COMPLETION OF THE DEPARTMENT OF MEDICAL ASSISTANCE SERVICES (TITLE XVIII) MEDICARE DEDUCTIBLE AND COINSURANCE ADJUSTMENT INVOICE, DMAS-31 (REVISED 1/91)

**Purpose** To provide a means of making corrections or changes to claims that

have been approved for payment. This form cannot be used for the follow-up of denied, rejected, or pended claims. (See "EXHIBITS"

at the end of this chapter for a sample of this form.)

**Explanation** To void the original payment, the information on the adjustment

invoice must be identical to the original invoice. To correct the original payment, the adjustment invoice must appear exactly as the

original should have.

Block 1 **Adjustment/Void** - Check the appropriate block.

Block 2 **Provider Identification Number** - Enter the seven-digit provider

identification number assigned by Medicaid which will be used for

processing.

Block 2A **Reference Number** - Enter the reference number taken from the

Title XVIII Deductible and Coinsurance Remittance Voucher for the line of payment needing adjustment. The reference number (nine digits) follows the recipient's eligibility number on the remittance voucher. The adjustment cannot be made without this

number since it identifies the original invoice.

Block 2B **Reason** - Leave blank.

Block 2C **Input Code** - Leave blank.

Blocks 3-20 Refer to the instructions for the completion of the DMAS-30 for the

completion of these blocks.

**Remarks** This section of the invoice should be used to give a brief

explanation of the change needed.

**Signature** The signature of the provider or the authorized agent and the date

signed are required.

Mechanics and

anu D: '4'

**Disposition** The form may either be typed or legibly handwritten. Separate and

forward the intermediary copy in the preaddressed envelope supplied by the Program. Retain the provider's copy in the office

files.

The correct address is:

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Practitioner
Department of Medical Assistance Services
P. O. Box 27444
Richmond, Virginia 23261-7444

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# **INVOICE PROCESSING**

The Medicaid invoice processing system utilizes a sophisticated electronic system to process Medicaid claims. Once a claim has been received, microfilmed, a cross-reference number assigned (e.g. 123-45678-9), and entered into the system, it is placed in one of the following categories:

- **Rejects** Unprocessable for some reason and returned to the provider. These claims should be resubmitted on a new invoice with corrected data.
- Remittance Voucher Shows
  - **Approval** Payment is approved.
  - **Pended** For manual adjudication (provider must not resubmit)
  - **Denied** Payment cannot be approved because of the reason stated on the remittance voucher.
- No Response

   If one of the above responses has not been received within 30 days, the provider should assume non-delivery and rebill using a new invoice form.

The provider's failure to follow up on these situations does not warrant individual or additional consideration for late billing. If the voucher or reject does not provide the necessary answer, then contact the Provider Inquiry Unit to resolve any questions on billings or payments. The address for this unit is:

Provider Inquiry Unit Division of Client Services 600 East Broad Street, Suite 1300 Richmond, Virginia 23219

# **REMITTANCE VOUCHER** (Payment Voucher)

DMAS sends a remittance voucher with each payment. This voucher is a listing of approved, pended, denied, adjusted, or voided claims and should be kept in a permanent file for five years.

The check is the last item in the envelope. The remittance voucher includes an address sheet which has been added for security purposes. The address sheet contains a space for special messages from DMAS.

Participating providers are encouraged to monitor the remittance vouchers for special messages that will expedite notification on matters of concern. This mechanism may be used to alert providers on matters that may relate to:

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- Pending implementation of policies and procedures
- Sharing clarification on a concern expressed by a provider

If assistance is needed, call the Medicaid HELPLINE numbers:

786-6273 Richmond area 1-800-552-8627 All other areas

The HELPLINE is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except State holidays.

Recipient verification may be obtained by telephoning:

1-800-884-9730	Toll-free throughout the United States
(804) 965-9732	Richmond and Surrounding Counties
(804) 965-9733	Richmond and Surrounding Counties

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# **EXHIBITS**

# DEPARTMENT OF MEDICAL ASSISTANCE SERVICES REQUEST FOR BILLING SUPPLIES

Name		D	ate
Provider N	umber	Contact Person	
			)
		(Are	a Code)
Check As A	ppropriate		
Pl	ease forward <u>preprinted</u> invoices ease forward invoices suitable f her (See Order Below)		
Quantity:	<pre>Dental: DMAS-701 Invoice DMAS-702 Invoice Adjustment DMAS-704 Preauthorization Req DMAS-703 Envelope</pre>	Quantity:	Pharmacy:  DMAS-173 Drug Claim Ledger  DMAS-228 Drug Claim Adjustment  DMAS-664 Envelope
	Home Health Agency: DMAS-662 Envelope		<u>Practitioner:</u> DMAS-663 Envelope
	Hospital: DMAS-660 Envelope		
	<u>Laboratory:</u> DMAS-123 Invoice DMAS-230 Invoice Adjustment DMAS-665 Envelope		Special Service: NOT PREPRINTED DMAS-199 Invoice DMAS-233 Invoice Adjustment DMAS-666 Envelope
	Nursing Home:  DMAS-215 Invoice  DMAS-262 Invoice Adjustment  DMAS-661 Envelope		Title XVIII: NOT PREPRINTED DMAS-30 (Medicare) Deductible and Coinsurance Invoice DMAS-31 Invoice Adjustment
	Personal Care: NOT PREPRINTED DMAS-93 Invoice DMAS-94 Invoice Adjustment DMAS-659 Envelope		Transportation: NOT PREPRINTED DMAS-7 Invoice DMAS-8 Invoice Adjustment DMAS-666 Envelope DMAS-9 Verification Form

Please return this form to: DMAS Order Desk

North American Marketing 3703 Carolina Avenue Richmond, Virginia 23222

DMAS-160 R 3/94

# Department of Medical Assistance Services Request for Forms/Brochures

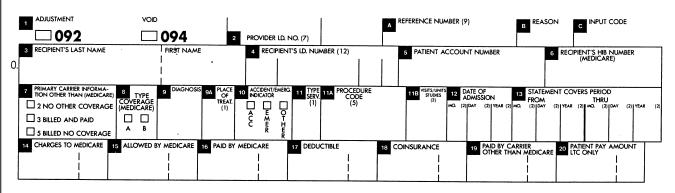
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Date	Contact Person	Form Name	Maternity Risk Screen	Infant Risk Screen	Consent Form for Kelease of Information, Rev 1/90	Material Care Coordinator Record (25/7940)	Case Coordinates Service Blow (45/7982)	Pregnancy Outcome Report (25/nad)	Infant Outcome Report (25/nsd.)	Care Coordination Letter of Agreement (25) and	Practitioner Referral Form	ICE/MR Utilization Review Assessment	Programs/Objective Continuation Sheet	Patient Intensity Rating System Review (50/pad)	Personal Care Recipient Admissions Envalone	Personal Care Aide Record (25/pad)	UAI Assessment Process	UAL Assessment Process (part A only)	UAI Assessment Process (part B only)	Supplemental Assessment Process Form	Nursing Home Pre-Admission Screening Plan	Plan of Care for Personal Care Services (25/pad)	Provider Agency Plan of Care (25/pad)	Community-Based Care Recipient Assessment	_ '	Request for Supervision in Personal Plan of Care	Control of the contro	MACHINE SERVICE INCERS SUBMERY (23/pag)	Medical III Services (Te-Scieding Assessment	MEMICALU TILV WALVET SKIVIERS FRESCIECTURG FIAN OF	ATDS Waiver Authorization Form	Nutritional Information Form	Social History Form	Certificate of Patient Status (50/pad)	Cert. of Patient Rehabilitative Services (50/pad)	Patient Information R 12/98 (50/pad)	Rehabilitation Treatment Authorization (25/pad)	Pharmacist Intervention Report (25/pad)	Patient Counseling Log (25/pad)	Notification of Medicaid Transportation Deptal	Title XIX Enrollment (50/pad)	Respite Care Needs Assessment and Plan of Care	Adult Day Health Interdisciplinary Plan of Care	_		3703 Carolina Avenue Richmond Virginia 23222	TANTITUTE A PRIME ALLER
Name	Provider Number	Quantity Form Number	DMAS-16	DMAS-17	DZ-SAMO	DIMARS-50	DMAS.52	DMAS-53	DMAS-54	DMAS-55	DMAS-70	DIMAS-77	DMAS-77A	DMAS-80	DMAS-89	DMAS-90	DIMAS-95	DMAS-95A	DMAS-95B	DMAS-95MI/MR	DMAS-96	DMAS-97	DMAS-97A	DMAS-99	Report (25/pad)	DMAS-100	(pad/c7)	DMAS 1124	DMAS-113B	Care	DMAS-114	DMAS-115	DMAS-119	DMAS-I2I	DMAS-12I-A	DMAS-122		DMAS-175	DMAS-177	DMAS-201	DMAS-212	UMAS-300	DMAS-301	Please return this form to:	A INTER ACTUAL WITH EVERY IN.		DMAS 161 R 4/99

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PATIENT'S ADDRES	SS (No., Street)			6. PATIENT RELAT	M IONSHIP T		7. INSURED'S	ADDRESS (N	o., Street	)				
				Self Spouse		d Other								
TY			STATE	8. PATIENT STATU	_	C	CITY					STATE		
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091 TRANSMISSION PROVIDER LD NO (7)	DEPARTMENT O	F MEDICAL ASSISTANCE SERVICI	ES
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DMAS - 30 R 4/96			

# TITLE XVIII (MEDICARE) DEDUCTIBLE AND COINSURANCE INVOICE **VIRGINIA**

# **DEPARTMENT OF MEDICAL ASSISTANCE SERVICES**



DATE OF REMITTANCE VOUCHER CLAIM WAS APPROVED

THIS FORM IS FOR CHANGING OR VOIDING  $\underline{A}$  PAID ITEM. THE CORRECT REFERENCE NUMBER OF THE PAID CLAIM AS SHOWN ON THE REMITTANCE VOUCHER IS ALWAYS REQUIRED.

REMARKS:

THIS IS TO CERTIFY THAT THE FOREGOING INFORMATION IS TRUE, ACCURATE AND COMPLETE. I UNDERSTAND THAT PAYMENT AND SATISFACTION OF THIS CLAIM WILL BE FROM FEDERAL AND STATE FUNDS, AND THAT ANY FALSE CLAIMS, STATEMENTS, OR DOCUMENTS OR CONCEALMENT OF A MATERIAL FACT, MAY BE PROSECUTED UNDER APPLICABLE FEDERAL OR STATE LAWS.

ORIGINAL COPY

SIGNATURE

DATE

DMAS 31 R 1/91